

QTY	AREA	CONCERN	ACTION PLANS TO ADDRESS		POLICY CHANGES	RESPONSIBLE
			SUGGESTED SYSTEM CHANGES	SUGGESTED PROCESS CHANGES		
1	OM	<ul style="list-style-type: none"> > More ease in org transfer, position transfer, etc. in OM 		<p>Providing more advanced training courses and better educating agency users about OM concepts and features would reduce their confusion and difficulty. OM has always been a difficult area for many users to comprehend. OSC already makes it easier for agency users by accepting spreadsheets listing the transfers needed and processing the changes for them. The number of errors submitted by spreadsheets indicates a need for better understanding on the agencies' part as well as a look at our spreadsheet and instructions.</p>		Don/Teresa
7	PA	<ul style="list-style-type: none"> > Allow certain IT to default based on information entered (i.e.Temps default - Sat-Fri work week, etc.). > Old PA Actions stuck in SAP (unknown) > PCR approval process really not tied to live data saved in the system. Weak security - high risk - example: All data can be correct during approval process of PCR but all data can be changed by initiator during IT saving process - even salary! Approver never knows. > PCRs approved through the approval process can be changed (i.e. salary) by the initiator at the final stage. These changes are unknown by the "approvers". 	<p>Many fields do default based on Position and Employee settings. The example provided is the work week for Temps. This can be accomplished with config, if it is not already set up. PT Team will verify.</p> <p>While some fields can be changed during the final infotype creation process, the salary field in particular cannot. If altered, it will revert upon saving.</p> <p>See item above.</p>	<p>Functional reviewing and making appropriate config changes. Communication will be sent out when completed.</p> <p>Need more information to assess.</p> <p>Initiators know they should not make any changes to 'approved' data - this can be monitored and disciplinary actions applied if necessary.</p> <p>For monitoring BOBJ report BP179 should be used. If anything was changed, the PCR number will have a # sign. The only acceptable changes are those made by BEST HR. This used to be Report B0002 but has been combined with BP179. See report description for more detailed information. We will also be adding additional information on monitoring to the report descriptions.</p>		Don/Teresa

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		<p>> The work around for processing a cancel salary adjustment action - HR Master Data maintainer process the cancel salary adjustment action then submit an email request to agency payroll to manually key the difference in pay on IT2010. Ees are underpaid if HR Master Data maintainer forgets this step.</p>		<p>A new report (in progress) to show the 'duration' of certain paired Actions should allow the process for temporary salary adjustments to be updated. There will also be a new job aid to assist with this report. The situation described is a practice intended to show an EE's salary being lowered after a temporary salary adjustment, before a new permanent salary becomes effective. Proper calculation of a new permanent salary should not depend on the immediately previous record. IT2010 records should not be involved.</p> <p>In addition to the new report, there may be a need for better understanding of the concept of 'Action' records and validity dates in the SAP system.</p>		
		<p>> When exceptions get approved by OSHR, having the action having to go through OSHR approval again when in workflow. The first approval takes at least 5 business days. Going through OSHR a second time just adds to the timeline for the action to get completed.</p>		<p>The author of this item is apparently unaware that OSHR allows notation of the initial OSHR approval on the Action to replace resubmission to OSHR in workflow.</p> <p>As far as the OSHR approval of exceptions, that memo was sent from Pam Bowling to agency contacts and HR directors back on January 09, 2015. It's something we could reiterate on a conference call if need be. I can forward that email again if you all would like it for documentation purposes. To my knowledge that memo is not posted anywhere, unless agencies have it posted internally.</p>		
		<p>> Temp to Perm Process: HR Master Data Maintainer initiates the PCER then opens a ticket with BSS to process approved PCR. This 2 step process often results in underpayments or overpayments because BSS must process the action.</p>		<p>Known examples of incorrect payment involve PCRs being created at the last minute, causing the process to be completed after payroll deadlines. Moving from Temp to Perm requires access to functions that BEST is not willing to give to the agencies.</p> <p>"As far as temp to perm actions, we do not currently have a "deadline" by which to send these actions in. In the past we have only asked the agencies to ensure they submit these requests in a timely manner. The most recent conference call notification was on 1-19-16, and we specifically asked agencies to not send these actions on the last day of payroll corrections with the expectation that they will be done for that payroll period: http://www.osc.nc.gov/training/osc td/help/Webinars_and_Conference_Calls/Conf_Calls_2016/Conf_Call_01-19-16.pdf"</p>		

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7	Reporting	<p>> BOBJ - still runs very slow</p> <p>> Not all needed information is in the reports</p> <p>> Once BI/BOBJ "snapshot" is taken, it isn't updated to reflect changes as a result of retro actions that are processed. This is especially concerning for 6/30 and 12/31 "snapshots"</p> <p>> BOBJ has been difficult to use at times. "Refresh" is cumbersome. Finding the right report I need can be difficult. I would like to see a report where we choose the data we need, and not trying to go to each report out there to find the right one.</p> <p>> BOBJ - not easy, slow</p>	<p>We agree although we feel the portal/BEX reports are equally slow, we have an option to have SAP come in to help us tune the BOBJ server but it may be better to wait until after HWR at this point. We recommend tuning.</p> <p>See line 15 for the concern about slowness - we recommend system tuning.</p>	<p>We need more specifics on this. Which reports and what's missing? We think it might be helpful to workshop some of the reports to see if they can be adjusted to better meet needs.</p> <p>We need to know specifically which snapshots are in question. We may be able to accommodate the need for specific months but we need more information about what is needed and how many agencies would use it. We tried putting a historical Cost Distribution report out that addressed retros but it was not used and so was decommissioned.</p> <p>This may be partly a training concern. The training team holds periodic training workshops and we may just need to direct this person to one of those or hold them more frequently. We could research the refresh option to see if we can make reports auto refresh. We are collapsing reports into workbooks based on topic so that there are fewer reports to decide between which would help with finding the right report. This individual could also use the search feature as well as the report description documents to find the right report. We don't know how to address their 'all data' access question. We could reconsider whether or not we should implement Explorer. It would be a project.</p> <p>See line 16 and 18 for the concern about the tools not being easy - we recommend more training/workshops. We could also consider implenting scheduling which would in effect pre-run the report and deliver it to the customer.</p>		Karen D

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		<p>> BOBJ reports seem to be or difficult to use tan BI. We have to refresh all the time and it's a more difficult reporting system.</p>		See line 16 and 18 for the concern about the tools not being easy - we recommend more training or training workshops. Also, we recommend conducting some reporting workshops to determine if reports need to be adjusted to better meet the business need. Constant refreshes mean the person is having to make a lot of changes. If we can match the need more closely then this will make the report easier to run also.		
		<p>> BOBJ - It is inconvenient that the criteria for running the reports cannot be input with keystrokes instead of using the match case or search features. Often using these features lengthens the time it takes to obtain the report and often ends with the strong org structure info.</p>	The latest BOBJ patch brought in the ability to directly enter prompts but does not support the Orgunit Hierarchy yet. Hopefully this will come in the next patches.			
2	Security	<p>> Security Role Reports - descriptions needed for roles; when missing roles are embedded in other roles w/out the end-users knowledge; the inability to simply refer to an existing position to mirror each other.</p> <p>> Length of time between the submission of security requests and processing of request and availability of access - may take up to a week. Can this be shortened?</p>	<p>Better training on using ZSECROLE, update Security Roles documentation</p>	<p>Modify ZSECROLE to not show embedded roles.</p> <p>Training is working with Security to develop web-based security training on the ZSCR, ZSCRA and ZSECROLE transactions.</p> <p>Develop program to generate HR structural profiles automatically.</p>	Modify ZSCR to allow "copy" feature from Position? (CCB Heat Ticket 789598)	Thurman
1	Solman Tickets	<p>> Resolve Solman Tickets instead of doing work-arounds because when they are resolved the work arounds will have to be undone.</p>	Definitely optimal to make a system change to resolve, but not always the top priority and we are resource constrained			Jim T
4	System	<p>> Needs more "hardstops" to avoid mistakes - certain IT should not be allowed to be changed on day-to-day actions.</p> <p>> Having to wait overnight for most changes to update</p>	<p>Need specifics. Definitely worth considering. Please submit CCB request</p> <p>SAP's HANA solution may help (though no time soon). Would need to know if there a specific change that is needed immediately (versus overnight). Sometimes this is due to interfaces being run overnight or when time eval runs, so may not be able to change. "Most" changes do occur immediately in the system.</p>			Jim T
		<p>> would be nice to have the short cut listed beside the name in the drop down menu.</p> <p>> Would like to not have to choose country in menu.</p>	<p>Need more information.</p> <p>Need more information.</p>			

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1	Time	<div>> Time administrators: Time batch transfer errors</div>		<div>Need more information to assess. The current process for 'Time Transfer errors' includes a nightly job for each agency that emails the list of errors to recipients of the agency's choice.</div>		Don
1	Training			<div>We are in the process of reviewing all training courses and associated job aids, BPPs, etc. Agencies are being included in this process. We will be adding some of the job aids to LMS for assignment and tracking purposes per agency requests. We are also building more tutorials - allowing users to see a quick 2-4 minute step by step tutorial on a specific process. Some PA and Time processes are in the works now.</div>		Terry